SBC Ameritech

Date: **March 29, 2002**   Number: **CLECAM02-123**

Effective Date: **NA**   Category: **All**

Subject: **(MEETING) Notes and Handouts from Loss Notification Workshop**

Related Letters: **CLECAM02-077, CLECAM02-085,**   Attachment: **Yes**
CLECAM02-092

States Impacted: **Ameritech**

Response Deadline: **NA**   Contact: **CLEC User Forum Mailbox at**
sbccuf@msg.pacbell.com

Conference Call/Meeting: **NA**

This Accessible Letter provides the meeting notes and handouts used at the Loss Notification Workshop held March 13th and 14th in Hoffman Estates. A few responses to questions raised have not been completed and are, therefore, not contained in the Questions/Action Items document. That document will be updated with those responses and will be re-distributed by the end of next week. SBC AIT will host a follow-up conference call during April. Information regarding that call will follow.

Final Agenda for 3/13-14 Meeting:

W

"Line Loss
Notification Agenda.d

HANDOUTS:

Order Scenarios

order scenarios
.32802.doc

OFFICIAL FILE

I.C.C. DOCKET NO. _21-0662_
AT+T Cross Exhibit No. _4_

Witness _____

Date _6-17-02_ Reporter _BAR_

Process and System Flow Charts – Issue 7/LSOR 4

Flow Chart Manual   Flow Chart EDI_LEX   IT LINE LOSS   Flow Process LSC

Generic.xls   Elec Generi...   SYSTEM FLOWS_Man ...   Winback.xls

Process and System Flow Charts – LSOR 5

LSC Flow   LSC Flow   Flow Process LSC   Flow Process LSC

Process_Man.xls   Process_Elec.xls   Migration.xls...   Winback.xls

Retail Process Flow Chart Post 4/24/02

retail iin process.doc

Statistics Report

MI ALL 836.xls

Cross Functional Team

ane loss cross
functional tea...

Issues Matrix

-$ne Loss Notification
Issues ...

Questions/Action Item Matrix

Loss Notification
Questions328 ...

Meeting Notes

Loss Notification
WorkshopNote...

Order Scenarios

1) Wholesale to Retail (Winback) (including Full and Partial)

a) Resale to Retail
b) UNE-P to Retail
c) Facility Based (Loop, Loop w/LNP, Stand-alone LNP) to Retail

2) Wholesale to Wholesale (CLEC A-to-CLEC B) (including Full and Partial)

a) Resale to Resale
b) Resale to UNE-P
c) Resale to Facility Based (Loop, Loop w/LNP, Stand-alone LNP)
d) UNE-P to Resale
e) UNE-P to UNE-P
f) UNE-P to Facility Based (Loop, Loop w/LNP, Stand-alone LNP)
g) Facility Based (Loop, Loop w/LNP, Stand-alone LNP) to Resale
h) Facility Based (Loop, Loop w/LNP, Stand-alone LNP) to UNE-P
i) Facility Based (Loop, Loop w/LNP, Stand-alone LNP) to Facility Based (Loop, Loop w/LNP, Stand-alone LNP)

3) Retail to Wholesale (including Full and Partial)

a) Retail to Resale
b) Retail to UNE-P
c) Retail to Facility Based (Loop, Loop w/LNP, Stand-alone LNP)

Service Orders Created – Line Loss Notification Trigger

	SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
1.	WHOLESALE TO RETAIL (Winback)			For Scenario 1-Wholesale to Retail (Winback), this column also applies to LSOR 4 after 4/24/02.
1.A.	Resale to Retail			
1.A.1	Resale to Retail (full)	C – Change service order	C service order – "completion" status ORSID identifies losing CLEC Note F	C service order – "completion" status Requires presence of WNBK FID ONOCN identifies losing CLEC
1.A.2	Resale to Retail (partial – main)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to retail)	Both C and N service orders – "completion" status RSID identifies losing CLEC Note F	Both C and N service orders – "completion" status Requires presence of WNBK FID NOCN identifies losing CLEC
1.A.3	Resale to Retail (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to retail)	Both C and N service orders – "completion" status RSID identifies losing CLEC Note F	Both C and N service orders – "completion" status Requires presence of WNBK FID NOCN identifies losing CLEC

1.B.	UNE-P to Retail			
1.B.1	UNE-P to Retail (full)	D – Disconnect service order (current CLEC) N – New service order (setting up account for retail)	Both D and N service orders – "completion" status OZULS identifies losing CLEC Note F	Both D and N service orders – "completion" status Requires presence of WNBK FID ONOCN identifies losing CLEC
1.B.2	UNE-P to Retail (partial – main)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to retail)	Both C and N service orders – "completion" status ZULS identifies losing CLEC. Note F	Both C and N service orders – "completion" status Requires presence of WNBK FID NOCN identifies losing CLEC
1.B.3	UNE-P to Retail (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to retail)	Both C and N service orders – "completion" status ZULS identifies losing CLEC Note F	Both C and N service orders – "completion" status Requires presence of WNBK FID NOCN identifies losing CLEC
1.C.	Facility Based to Retail			
1.C.1	Facility Based to Retail (full)	N – New service order (setting up account for retail)	Note B	Note B
1.C.2	Facility Based to Retail (partial – main)	N – New service order (setting up account for retail)	Note B	Note B
1.C.3	Facility Based to Retail (partial – aux)	N – New service order (setting up account for retail)	Note B	Note B

2.	**Wholesale to Wholesale (CLEC-to-CLEC)**			
2.A	**Resale to Resale**			
2.A.1	Resale to Resale (full)	C – Change service order	C service order -- "completion" status ORSID identifies losing CLEC Note F	C service order "completion" status If Migration (ACT V or W), ONOCN identifies losing CLEC
2.A.2	Resale to Resale (partial – main)	C – Change service order (set up account for TNs migrating to winning CLEC) N – New service order (re-establish account with TNs staying with current CLEC)	Both C and N service orders -- "completion" status ORSID identifies losing CLEC Note F	Both C and N service orders "completion" status If Migration (ACT V or W), ONOCN identifies losing CLEC
2.A.3	Resale to Resale (partial – aux)	C – Change service order (remove TNs lost N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – "completion" status RSID identifies losing CLEC Note F	Both C and N service orders -- "completion" status If Migration (ACT V or W), NOCN identifies losing CLEC
2.B.	**Resale to UNE-P**			
2.B.1	Resale to UNE-P (full)	C – Change service order	C service order – "completion" status ORSID identifies losing CLEC Note C Note D Note F	C service order – "completion" status If Migration (ACT V), ONOCN identifies losing CLEC

2.B.2	Resale to UNE-P (partial – main)	C – Change service order (remove TNs lost) N – New service order (re-establish account with TNs staying with current CLEC)	Both C and N service orders – "completion" status ORSID identifies losing CLEC Note C Note D Note F	Both C and N service orders – "completion" status If Migration (ACT V), ONOCN identifies losing CLEC
2.B.3	Resale to UNE-P (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – "completion" status RSID identifies losing CLEC Note C Note D Note F	Both C and N service orders – "completion" status If Migration (ACT V), NOCN on C order identifies losing CLEC
2.C.	**Resale to Facility Based**			
2.C.1	Resale to Facility Based (full)	For stand-alone LNP – D – Disconnect service order For Loop and Loop w/LNP – C – Change service order (establish loops for winning CLEC) D – Disconnect Service Order	For stand-alone LNP – D service order "completion" status ORSID identifies losing CLEC For Loop and Loop w/LNP – Both C and D service orders "completion" status Note C ORSID identifies losing CLEC	For stand-alone LNP – D service order "completion" status If Migration (ACT V), ONOCN identifies losing CLEC For Loop and Loop w/LNP – Both C and D service orders "completion" status If Migration (ACT V), ONOCN on D order identifies losing CLEC

2.C.2	Resale to Facility Based (partial – main)	For stand-alone LNP – C – Change service order For Loop and Loop w/LNP – (2) C – Change service orders	For stand-alone LNP – C service order "completion" status RSID identifies losing CLEC For Loop and Loop w/LNP Both C service orders' "completion" status Note C RSID on ASON order identifies losing CLEC	For stand-alone LNP – D service order "completion" status If Migration (ACT V), NOCN identifies losing CLEC For Loop and Loop w/LNP – Both C and D service orders "completion" status If Migration (ACT V), NOCN on C order with Outward action identifies losing CLEC
2.C.3	Resale to Facility Based (partial – aux)	For stand-alone LNP – C – Change service order For Loop and Loop w/LNP – (2) C – Change service orders	For stand-alone LNP – C service order "completion" status RSID identifies losing CLEC For Loop and Loop w/LNP – Both C service orders' "completion" status Note C RSID on ASON order identifies losing CLEC	For stand-alone LNP – D service order "completion" status If Migration (ACT V), NOCN identifies losing CLEC For Loop and Loop w/LNP – Both C and D service orders "completion" status If Migration (ACT V), NOCN identifies losing CLEC

2.D.	**UNE-P to Resale**			
2.D.1	UNE-P to Resale (full)	D – Disconnect service order N – New service order (set up account for TNs migrating to winning CLEC)	Both D and N service orders – "completion" status OZULS identifies losing CLEC Note C Note E Note F	Both D and N service orders – "completion" status If Migration (ACT V or W), ONOCN identifies losing CLEC
2.D.2	UNE-P to Resale (partial – main)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – "completion" status ZULS identifies losing CLEC Note C Note E Note F	Both C and N service orders – "completion" status If Migration (ACT V or W), NOCN on C order identifies losing CLEC
2.D.3	UNE-P to Resale (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – "completion" status ZULS identifies losing CLEC Note C Note E Note F	Both C and N service orders – "completion" status If Migration (ACT V or W), NOCN on C order identifies losing CLEC
2.E.	**UNE-P to UNE-P**			
2.E.1	UNE-P to UNE-P (full)	D – Disconnect service order N – New service order (set up account for TNs migrating to winning CLEC)	Both D and N service orders – "completion" status OZULS identifies losing CLEC Note F	Both D and N service orders – "completion" status If Migration (ACT V), ONOCN identifies losing CLEC

2.E.2	UNE-P to UNE-P (partial - main)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – "completion" status ZULS on C order identifies losing CLEC Note F	Both C and N service orders – "completion" status If Migration (ACT V), NOCN on C order identifies losing CLEC
2.E.3	UNE-P to UNE-P (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – "completion" status ZULS on C order identifies losing CLEC Note F	Both C and N service orders – "completion" status If Migration (ACT V), NOCN on C order identifies losing CLEC
2.F.	**UNE-P to Facility Based**			
2.F.1	UNE-P to Facility Based (full)	For stand-alone LNP – D – Disconnect service order For Loop and Loop w/LNP – C – Change service order D – Disconnect service order	For stand-alone LNP – D service order "completion" status OZULS identifies losing CLEC Note F For Loop and Loop w/LNP – Both C and D service orders "completion" status OZULS identifies losing CLEC Note C Note F	For stand-alone LNP – D service order "completion" status If Migration (ACT V), ONOCN identifies losing CLEC For Loop and Loop w/LNP – Both C and D service orders "completion" status If Migration (ACT V), ONOCN identifies losing CLEC

2.F.2	UNE-P to Facility Based (partial – main)	For stand-alone LNP – C – Change service order For Loop and Loop w/LNP – (2) C – Change service orders	For stand-alone LNP – C service order "completion" status ZULS identifies losing CLEC Note F For Loop and Loop w/LNP – Both C service orders "completion" status ZULS on ASON service order identifies losing CLEC Note F	For stand-alone LNP – C service order "completion" status If Migration (ACT V), NOCN identifies losing CLEC For Loop and Loop w/LNP – Both C and D service orders "completion" status If Migration (ACT V) NOCN identifies losing CLEC
2.F.3	UNE-P to Facility Based (partial – aux)	For stand-alone LNP – C – Change service order For Loop and Loop w/LNP – (2) C – Change service orders	For stand-alone LNP – C service order "completion" status ZULS identifies losing CLEC Note F For Loop and Loop w/LNP – Both C service orders' "completion" status Note C Note F ZULS identifies losing CLEC	For stand-alone LNP – C service order "completion" status If Migration (ACT V) NOCN identifies losing CLEC For Loop and Loop w/LNP – Both C service orders "completion" status If Migration (ACT V) NOCN identifies losing CLEC

2.G.	**Facility Based to Resale**			
2.G.1	Facility Based to Resale (full)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.G.2	Facility Based to Resale (partial – main)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.G.3	Facility Based to Resale (partial – aux)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.H.	**Facility Based to UNE-P**			
2.H.1	Facility Based to UNE-P (full)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.H.2	Facility Based to UNE-P (partial – main)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.H.3	Facility Based to UNE-P (partial – aux)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.I.	**Facility Based to Facility Based**			
2.I.1	Facility Based to Facility Based	C-Change Service Order (migrate loops from losing CLEC) C-Change Service Order (migrate loops to winning CLEC)	N/A (Line Loss not provided).	Both C service orders "completion" status. If Migration (ACT V), AECN (of "C" order with outward action) identifies losing CLEC

3.	Wholesale to Retail			
3.A.	Retail to Resale			
3.A.1	Retail to Resale (full)	C – Change service order	C service order – "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division Note F	C service order "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division
3.A.2	Retail to Resale (partial – main)	C – Change service order (set up account for TNs migrating to winning CLEC) N – New service order Re-establish account with only TNs staying with retail	Both C and N service orders – "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division Note F	Both C and N service orders – "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division
3.A.3	Retail to Resale (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – "completion" status ZBU CS/EB/SB/CB identifies SBC losing retail division Note F	Both C and N service orders – "completion" status ZBU CS/EB/SB/CB identifies SBC losing retail division

3.B.	Retail to UNE-P			
3.B.1	Retail to UNE-P (full)	C – Change service order	C order – "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division Note F	C order – "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division
3.B.2	Retail to UNE-P (partial – main)	C – Change service order (set up account for TNs migrating to winning CLEC) N – New service order (re-establish account with only TNs staying with retail)	Both C and N service orders – "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division Note F	Both C and N service orders – "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division
3.B.3	Retail to UNE-P (partial aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – "completion" status ZBU CS/EB/SB/CB identifies SBC losing retail division Note F	Both C and N service orders – "completion" status ZBU CS/EB/SB/CB identifies SBC losing retail division

3.C.	Retail to Facility Based			
3.C.1	Retail to Facility Based (full)	For LNP stand-alone D Disconnect service order For Loop and Loop w/LNP – C – Change service order D – Disconnect service order	For LNP stand-alone -- D service order "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division Note F For Loop and Loop w/LNP – Both C and D service orders "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division Note F	For LNP stand-alone – D service order "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division For Loop and Loop w/LNP – Both C and D service orders "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division

| 3.C.2 | Retail to Facility Based (partial – main) | For LNP stand-alone – C – Change service order

For Loop and Loop w/LNP – (2) C – Change service orders | For LNP stand-alone – C service order "completion" status
ZBU CS/EB/SB/CB identifies SBC losing retail division
Note F

For Loop and Loop w/LNP –

Both C service orders "completion" status

ZBU CS/EB/SB/CB identifies SBC losing retail division
Note F | For LNP stand-alone – C service order "completion" status
ZBU CS/EB/SB/CB identifies SBC losing retail division

For Loop and Loop w/LNP – Both C service orders "completion" status

ZBU CS/EB/SB/CB identifies SBC losing retail division |
| 3.C.3 | Retail to Facility Based (partial – aux) | For LNP stand-alone – C – Change service order

For Loop and Loop w/LNP – (2) C – Change service orders | For LNP stand-alone – C service order "completion" status

ZBU CS/EB/SB/CB identifies SBC losing retail division

Note F

For Loop and Loop w/LNP –

Both C service orders' "completion" status | For LNP stand-alone – C service order "completion" status

ZBU CS/EB/SB/CB identifies SBC losing retail division

For Loop and Loop w/LNP – Both C service orders' "completion" status

ZBU CS/EB/SB/CB identifies SBC losing retail division |

				ZBU CS/EB/SB/CB identifies SBC losing retail division	
				Note F	

Note A: For the line Loss Notifications trigger, wholesale Issue 7, LSOR 4 and 5 and retail activity are all driven by the service order activity in ASON. However, the systems that process the trigger differ in wholesale by version – for Issue 7 and LSOR 4 – the system is MOR/Tel and for LSOR 5 – the system in LASR.

Note B: Where TNs are porting in from another provider, no Loss Notification is sent since the TN(s) do not reside on SBC"s network.

Note C: For Issue 7 and LSOG 4 activity, an additional MorTel segment process was being followed. This "segment" process was required for CLEC to CLEC migration from one product to a different product (e.g. Resale to UNE-P). Going forward, this process will no longer be used for non-complex migrations.

Note D: MOR compares the RSID value with outward activity on the service order to the customer profile (maintained in MOR) of the winning carrier. Where MOR determines that the current carrier is the same as the winning carrier, no loss notification is sent.

Note E: MOR compares the ZULS value with outward activity on the service order to the customer profile (maintained in MOR) of the winning carrier. Where MOR determines that the current carrier is the same as the winning carrier, no loss notification is sent.
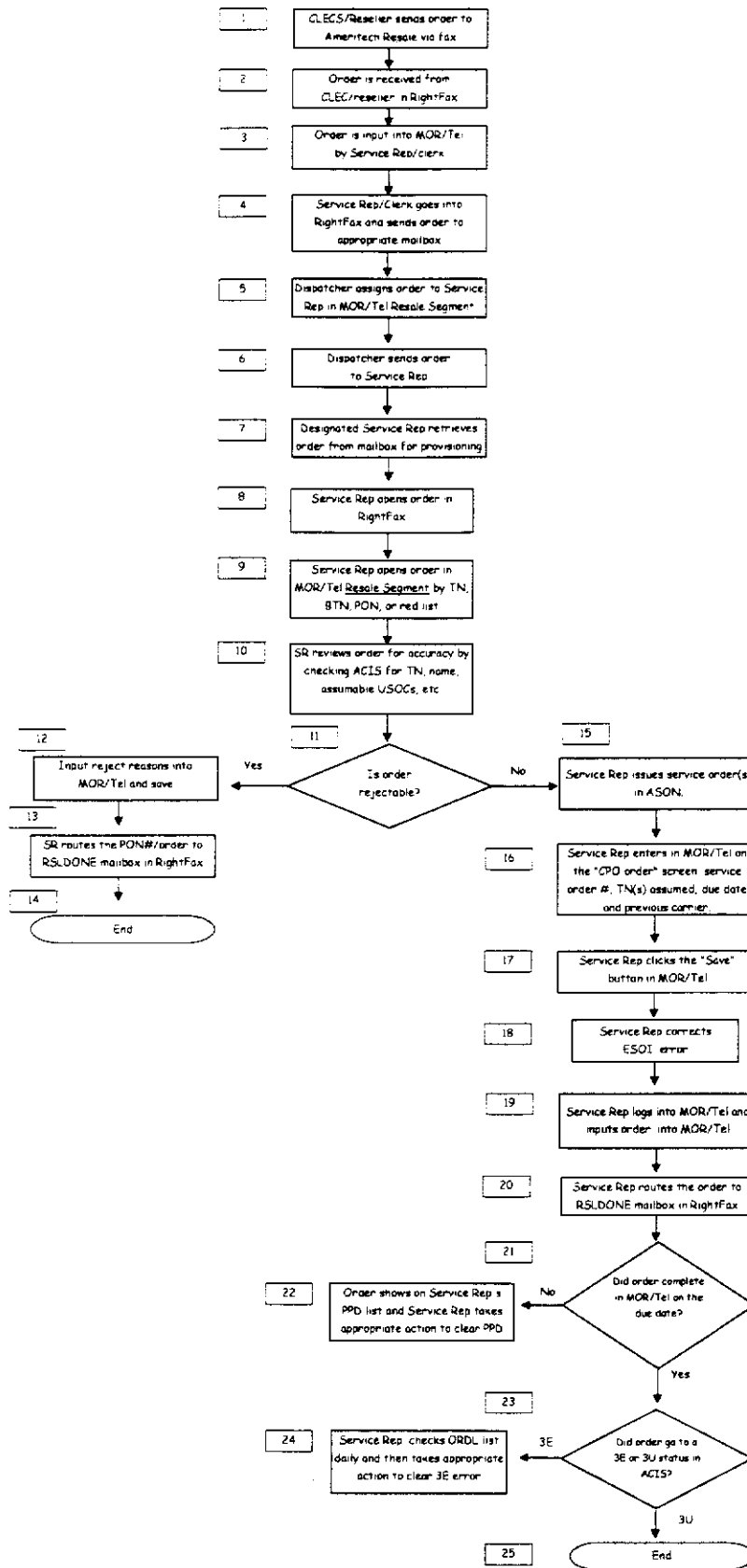
Note F: MOR compares the RSID or ZULS value with outward activity on the service order to the customer profile (maintained in MOR) of the winning carrier.

Generic Manual Order Flow Process
Issue 7/LSOG 4

1 — CLECS/Reseller sends order to Ameritech Resale via fax

2 — Order is received from CLEC/reseller in RightFax

3 — Order is input into MOR/Tel by Service Rep/clerk

4 — Service Rep/Clerk goes into RightFax and sends order to appropriate mailbox

5 — Dispatcher assigns order to Service Rep in MOR/Tel Resale Segment

6 — Dispatcher sends order to Service Rep

7 — Designated Service Rep retrieves order from mailbox for provisioning

8 — Service Rep opens order in RightFax

9 — Service Rep opens order in MOR/Tel Resale Segment by TN, BTN, PON, or red list

10 — SR reviews order for accuracy by checking ACIS for TN, name, assumable USOCs, etc

11 — Is order rejectable?

12 — Input reject reasons into MOR/Tel and save

13 — SR routes the PON#/order to RSLDONE mailbox in RightFax

14 — End

15 — Service Rep issues service order(s) in ASON.

16 — Service Rep enters in MOR/Tel on the "CPO order" screen service order #, TN(s) assumed, due date and previous carrier.

17 — Service Rep clicks the "Save" button in MOR/Tel

18 — Service Rep corrects ESOI error

19 — Service Rep logs into MOR/Tel and inputs order into MOR/Tel

20 — Service Rep routes the order to RSLDONE mailbox in RightFax

21 — Did order complete in MOR/Tel on the due date?

22 — Order shows on Service Rep's PPD list and Service Rep takes appropriate action to clear PPD

23 — Did order go to a 3E or 3U status in ACIS?

24 — Service Rep checks ORDL list daily and then takes appropriate action to clear 3E error

25 — End

Generic EDI/LEX Flow Process
Issue 7/LSOG 4

1 — CLEC sends order to Ameritech via Electronic Data Interface (EDI/LEX)

2 — Order processed thru Front End Edits

3 — Order received in MOR/Tel

4 — Order cannot be processed automatically by MOR/Tel, so drops to auto/manual

5 — Service Rep clicks on assign button for order distribution

6 — Order assigned to Service Rep based on MOR/Tel profile and skill

7 — Service Rep pulls text of order in MOR/Tel

8 — Service Rep reviews order for accuracy by checking ACIS for TN, name, assumable USOCs, etc.

9 — Is order rejectable?

10 — Input reject reasons into MOR/Tel and save   Yes

11 — End

12 — Service Rep issues service order(s) in ASON   No

13 — Service Rep enters in MOR/Tel order screen service order #, TN(s) assumed, due date and previous carrier.

14 — Service Rep clicks the Save button in MOR/Tel

15 — Has the order gone to 2P in ASON?

16 — Service Rep corrects ESOI error   No

17 — End   Yes

18 — Order shows on Service Rep's PPD list and Service Rep takes appropriate action to clear PPD

19 — Did order go to a 3E or 3U status in ACIS?

20 — Service Rep checks ORDL list daily and then takes appropriate action to clear 3E error   3E

21 — End   3U

Issue 7/LSOR 4

Line Loss Electronic (EDI/Web LEX) Order Flow

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┌─────────────┐   ┌─────────────┐    ◇3E◇      ┌─────────────┐   ┌─────────────┐
│     1E      │   │     2E      │  Drop To      │     4E      │   │     6E      │
│ Clec Submits│──▶│ MOR Performs│─▶ Manual ─yes▶│Order is     │──▶│ Service rep │
│   Order     │   │ Front End   │  Condition    │assigned to  │   │ Validates   │
│electronically│  │   Edits     │               │Service rep  │   │   Order     │
│ via EDI or  │   │             │               │for manual   │   │  content    │
│  WEB/LEX    │   │             │               │ handling    │   │             │
└─────────────┘   └─────────────┘      │        └─────────────┘   └─────────────┘
                                       │ NO
```

1E Clec Submits Order electronically via EDI or WEB/LEX

2E MOR Performs Front End Edits

3E Drop To Manual Condition — yes / NO

4E Order is assigned to Service rep for manual handling

6E Service rep Validates Order content

9E MOR/BRS Auto generates service order into ASON/ACIS and Sends FOC

5E MOR loads critical order data into MOR/Tel

13E Order Processed to 3c Status in ASON

12E Service Rep Saves Order in MOR/Tel and Issues FOC Via MOR/Tel

11E Service Rep enters service order numbers into MOR/Tel and generates service Order in ASON

10E Service Rep issues Order in ASON

Order valid — Yes / NO

7E Servide Rep Rejects order in MOR/Tel

14E ASON Sends 3c service order Completion notice to MOR

15E MOR Receives 3C Completion

16E MOR Determines If Line Loss should be sent based on product order scenario

8E MOR Generates Reject Notice to CLEC

End

General Comments:

* Shaded items in the diagram are crtitical steps in the Line loss generation process.
* Accurate entry of service order numbers into MOR/Tel in steps 5E and 11E above is critical to the successful generation of line losses.
* Accurate entry of losing reseller on ASON order in Steps 5E and 11E is critical to successful generation of line loss

General Line Loss Determination Logic:

1. The service order completion is received from ACIS.
2. If the losing reseller ID (IRSID, ORSID or (OZULS for UNE-P) FID) code is found on the service order completion, a check is done for loss notification.
3. The RSID or ZULS on the original order (CLEC that submitted the order) is compared against the ORSID or OZULS on the service order completion (losing reseller ID).
4. If the RSID or ZULS is different than the ORSID or OZULS, a loss notification is generated.
5. Otherwise, the order is treated as a disconnect or product migration order.
6. If the order is number portability and the DCR FID (disconnect reason) is "LT, LN, PT, or PL", and the OZBU and AECN (ALTERNATE EXCHANGE CARRIER NAME) FID is populated, a loss notification is sent

Note: Specific Line Loss determination logic varies by Product Order Scenario. Refer to product order scenarios for detailed line loss determination logic by product order.

Issue 7/LSOR 4
Line Loss Manual Order Flow

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┌──────────────┐   ┌──────────────┐   ┌──────────────┐   ┌──────────────┐   ┌──────────────┐
│     1M       │   │     2M       │   │     3M       │   │     4M       │   │     5M       │
│ CLEC Submits │──▶│ LSC receives │──▶│ Service Rep  │──▶│Order Assigned│──▶│ Service rep  │
│   Order to   │   │    order     │   │Enters Order  │   │to Rep to be  │   │Validates     │
│Ameritech via │   │              │   │  into MOR/Tel│   │   Worked     │   │Order content │
│     Fax      │   │              │   │              │   │              │   │              │
└──────────────┘   └──────────────┘   └──────────────┘   └──────────────┘   └──────────────┘
```

**9M
Service Rep enters service order numbers into MOR/Tel and generates service Order into ASON**

11M Order Processed to 3c Status in ASON	10M Service Rep Saves Order in MOR/Tel and Issues FOC Via MOR/Tel	8M Service Rep issues service Order in ASON	Yes	Order valid

NO

6M Servide Rep Rejects order in MOR/Tel

12M ASON Sends 3c Service Order Completion notice to MOR

7M MOR Generates Reject Notice to CLEC

13M MOR Receives 3C Completion

End

14M MOR Determines If Line Loss should be sent based on Product Order Scenario

---

General Comments:

*   * Shaded items in the diagram are crtitical steps in the Line loss generation process.
*   * Accurate entry of service order numbers into MOR/Tel in step 9M above is critical to the successful generation of line losses.
*   * Accurate entry of losing reseller on ASON order in Step 8M is critical to successful generation of line loss

General Line Loss Determination Logic:

1. The service order completion is received from ACIS.
2. If the losing reseller ID (ORSID or (OZULS for UNE-P) FID) code is found on the service order completion, a check is done for loss notification.
3. The RSID or ZULS on the original order (CLEC that submitted the order) is compared against the ORSID or OZULS on the service order completion (losing reseller ID).
4. If the RSID or ZULS is different than the ORSID or OZULS, a loss notification is generated.
5. Otherwise, the order is treated as a disconnect order or product migration

6. If the order is number portability and the DCR FID (disconnect reason) is "LT, LN, PT, or PL", and the OZBU and AECN (ALTERNATE EXCHANGE CARRIER NAME) FID is populated, a loss notification is sent

Note: Specific Line Loss determination logic varies by Product Order Scenario. Refer to product order scenarios for detailed line loss determination logic by product order.

Winback Line Loss Order Flow
(Pre-April 24 - applicable to all versions)

```
┌─────────────────────────┐
│           1W            │
│   Retail Submits Order  │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│           2W            │
│ Retail manually creates a│
│  list of order numbers  │
│  and TNs.  This is faxed │
│       to the LSC.       │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│           3W            │
│   LSC manually enters all│
│   order information into  │
│        MOR/Tel.         │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│           4W            │
│    Order Processed by    │
│   retail to 3C Status in │
│          ASON           │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│           5W            │
│  ASON Sends 3C service   │
│ order Completion notice  │
│         to MOR          │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│           6W            │
│     MOR sends loss      │
│  notification to previous │
│        provider         │
└─────────────────────────┘
             │
             ▼
      (      End      )
```

General Line Loss Determining Logic:

1   The loss data, including the RSID or ZULS data, is received by
    MOR. The loss notification is sent to the previous carrier as
    indicated by the RSID or ZULS.
2. A loss notification will be generated, assuming that the losing
    CLEC has identified their preferred method of receipt
    (EDI, Web LEX or EDI to Fax).

Manual LSC Flow Process
LSOG 5

1 → CLEC sends order to Ameritech via fax

2 → Order is received from CLEC in WFM via RightFax

3 → ICR/OCR Review (Bar Code Recognition)

4 → Val Edit Process (Stare and Compare)

5 → WFM

6 → LASR

LASR — No → **7** WFM

LASR — Yes / Flow Through → **19** MOR

20 → A/A Process

7 WFM → **8** Service Rep for Processing

9 Reject ?

Reject ? — No → **12** Service Rep issues Appropriate Order in ASON

Reject ? — Yes → **10** Service Rep Fills in Task List in WFM → **11** End

12 → **13** Service Rep completes task list in WFM → **14** End

15 Did Order Complete in WFM?

Did Order Complete in WFM? — No → **16** Order shows up on PPD List and Service Rep takes appropriate action to clear

Did Order Complete in WFM? — Yes → **17** Order shows Post to Bill, Notification Sent → **18** End

Electronic LSC Flow Process
LSOG 5

1 CLEC sends order to Ameritech via EDI/LEX

5 WFM

2 Order is received in LASR

3 MOR

Yes
Flow
Through

No

4 A/A Process

6 Assigned to Service Rep for Manual Processing

7 Reject ?

No

10 Service Rep issues Appropriate Order in ASON

8 Service Rep Fills in Task List in WFM

Yes

11 Service Rep completes task list in WFM

9 End

12 End

14 Order shows up on PPD List and Service Rep takes appropriate action to clear

No

13 Did Order Complete in WFM?

Yes

15 Order shows Post to Bill, Notification Sent

16 End

LSOR 5
Migration Line Loss (EDI/Web LEX/WFM fax) Order Flow

1E
CLEC submits order electronically via EDI or WEB/LEX

OR

1E
CLEC submits order manually via WFM fax - request digitized

→

2E
LASR Performs Front End Edits

→

3E
MOR Performs Order Generation Edits

→

4E
Drop To Manual Condition

— Yes →

5E
Order is assigned to Service Rep for processing

→

6E
Service Rep validates Order Content

No ↓

7E
MOR/BRS Auto generates servcie order into ASON/ACIS

↓

8E
Order Processed to 3C Status in ASON

← **10E**
Service Rep issues Order in ASON

← Yes — **9E**
Request Valid

↓

13E
ASON Sends 3C service order Completion notice to SOI

↓

14E
SOI sends Completion/Loss Data to LASR

↓

15E
LASR Determines if Line Loss should be sent - Different CLEC? CLEC Profile Updated?

↓

(End)

9E No ↓

11E
Service Rep Rejects order in LASR GUI

↓

12E
LASR Generates Reject Notice to CLEC

↓

(End)

General Line Loss Determining Logic:

1. The service order completion/loss data is received by LASR.
2. The NOCN/ONOCN data is compared against the Company Code data from the LSR.
3. If different, and the LSR request was a Migration (ACT V/W) a loss may be generated.
4. LASR will compare the LSR Company Code with the losing CLEC identifier from the service order to ensure the CLEC has not defined those identifiers as the same corporate entity on the CLEC profile. If not defined as same corporation, a loss notification will be generated. This assumes that the losing CLEC has identified their preferred method of receipt (EDI, Web LEX or WFM/fax)

Winback Line Loss Order Flow
(Effective April 24 - applicable to all versions)

```
                    ┌─────────────────────┐
                    │ 1W                  │
                    │ Retail Submits Order│
                    └─────────────────────┘
                              │
                              ▼
                    ┌─────────────────────┐
                    │ 2W                  │
                    │ Order Processed by  │
                    │ retail to 3C Status in │
                    │ ASON                │
                    └─────────────────────┘
                              │
                              ▼
                    ┌─────────────────────┐
                    │ 3W                  │
                    │ ASON Sends 3C service │
                    │ order Completion notice │
                    │ to SOI based on     │
                    │ presence of WNBK FID│
                    └─────────────────────┘
                              │
                              ▼
                    ┌─────────────────────┐
                    │ 4W                  │
                    │ SOI sends Winback   │
                    │ Loss Data to LASR   │
                    └─────────────────────┘
                              │
                              ▼
                    ┌─────────────────────┐
                    │ 5W                  │
                    │ LASR Determines if Line Loss │
                    │ should be sent -    │
                    │ CLEC Profile Updated? │
                    └─────────────────────┘
                              │
                              ▼
                    (      End      )
```

General Line Loss Determining Logic:

1. The loss data, including the NOCN/ONOCN data, is received by LASR based on the presence of the WNBK FID.
2. A loss notification will be generated, assuming that the losing CLEC has identified their preferred method of receipt (EDI, Web LEX or WFM/fax).

Retail Line Loss Notification Process

The CLEC initiates a request to migrate a customer from Ameritech retail to the CLEC via the Local Service Request process. The request may be electronically submitted through LEX or EDI interfaces or manually requested to the Ameritech Local Service Center (LSC). The systems or LSC reps use the AIT wholesale systems to create all necessary service orders in the ASON system including the order to disconnect Ameritech's retail service.

When the disconnect order (or change order with outward activity) is marked as completed in ASON, the order information is passed to the Service Order Interface (SOI) system. At the end of the processing day for SOI, the SOI system creates a file of all service orders processed that day. The next business day the Service Order Repository (SOR) system uses the SOI file to begin processing all of the completed service orders. SOR processes throughout the day. At the end of the SOR processing day, SOR creates a file of information that is sent to the AIT Winback System. The information on the file is extracted based on the following criteria:

1. Complete disconnects
   - D (disconnect) orders
2. Account Number changes
   - C (change) orders with outward ATN (OTN) activity
3. CUS Code changes
   - C (change) orders with outward CUS code (OCUS) activity and no OTN activity
4. Partial disconnects
   - C (change) orders other than those listed above, with outward activity on "access line" USOCs
5. Exclude from the orders selected, any orders not having a Disconnect Reason Codes (DCR fid), as well as those containing the following codes:
   - AL, AM, AS, BC, BF, BK, BP, CA, CC, CL, CS, CV, DE, DR, DS, ER, FP, FR, LA, LE, LF, LL, LO, LP, MG, MK, MO, MV, NA, NF, NP, NS, PA, PB, PC, PE, PN, PP, PR, RA, RB, RC, RO, RS, SB, SS, SU, TA, TP, TR, TS, TV, UE, UR, VA, WB, WC

The file contains the following data elements:

Field Name	Description	Source/Value
RECORD-TYPE	Record Type	"01"
TRANSACTION-CDE	Transaction Code	"PD" for C-orders "FD" for D-orders
TRANSACTION-DATE	Transaction Date, Format = YYYY-MM-DD	Due date
BTN	Billing Telephone	

	No.	
BTN-CUST-CDE	Billing Telephone No. Customer Code	
ATN	Account Telephone No.	
ATN-CUST-CDE	Account Telephone No. Customer Code	
WTN	Working Telephone No.	
ZBU-BUI	Business Unit	1st 2 characters of fid ZBU text (CB, CS, EB, SB, II)
STATE-CDE	State Code	Ameritech State Code, based upon lookup of ATN NPA/NXX: IL = Illinois IN = Indiana MI = Michigan OH = Ohio WI = Wisconsin
DRC	Disconnect Reason Code	Fid DCR/IDCR text.

The AIT Winback System receives the file and loads the data into its own databases by 10 a.m. central time. The AIT Winback System processes the data throughout the day until midnight central time. It is made available for use by the AIT Winback unit at the beginning of the next business day.

The following matrix outlines the timeframes for the flow of data from SOI to the AIT Winback System.

Orders processed by SOI on:	Are processed and added to SOR* on:	SOR creates the AIT line loss notification file and sends it** to AIT Winback on:	Available for Use by AIT Winback Unit
Monday	Tuesday	Wednesday	Thursday
Tuesday	Wednesday	Thursday	Friday
Wednesday	Thursday	Friday	Saturday
Thursday	Friday	Saturday	Sunday
Friday	Saturday	Sunday	Monday
Saturday	Monday	Tuesday	Wednesday
Sunday (no SOI processing)	N/A	N/A	N/A
	*Processing begins at approximately 9AM CT each day, and completes	**Processing begins at approximately 8AM CT each day, and completes at	

	at approximately 7PM CT.	approximately 10AM CT.	

STATE = Michigan

Year	Month	< 1hour	1hour ~ 24hour	1day ~ 1week	1week ~ 1month	> 1month	Total Monthly Count
2001	Jan	16283	1	0	2	0	16286
2001	Feb	23321	2	2	0	1	23326
2001	Mar	28170	68	37	5	9	28289
2001	Apr	29048	15	4	0	4	29071
2001	May	45643	13	9	7	3	45675
2001	Jun	55129	325	274	27	10	55765
2001	Jul	59751	88	47	143	50	60079
2001	Aug	54150	37	74	60	32	54353
2001	Sept	45057	44	36	46	20	45203
2001	Oct	54450	128	1120	3515	2209	61422
2001	Nov	63329	105	13	38	2269	65754
2001	Dec	62037	98	155	18	5104	67412
2002	Jan	76578	373	123	407	7756	85237
2002	Feb	83572	727	880	1067	7217	93463
2002	Mar	34741	255	232	33	16	35277
		731259	2279	3006	5368	24700	766612

** NOTE: 95.4% sent within 1 hour

STATE = All

Year	Month	< 1hour	1hour ~ 24hour	1day ~ 1week	1week ~ 1month	> 1month	Total Monthly Count
2001	Jan	50126	44	11	8	15	50204
2001	Feb	54767	14	14	7	10	54812
2001	Mar	69876	398	162	68	28	70532
2001	Apr	72285	95	20	16	30	72446
2001	May	101953	22	32	26	71	102104
2001	Jun	120861	517	350	52	43	121823
2001	Jul	130171	233	187	604	109	131304
2001	Aug	122200	91	171	110	57	122629
2001	Sept	101679	73	81	101	44	101978
2001	Oct	122781	328	2030	8134	4168	137441
2001	Nov	132705	228	42	54	3065	136094
2001	Dec	131462	293	303	36	10190	142284
2002	Jan	152580	575	206	876	12958	167195
2002	Feb	191336	1661	1623	2120	12483	209223
2002	Mar	77702	615	431	76	33	78857
		1632484	5187	5663	12288	43304	1698926

** NOTE: 96.1% sent within 1 hour

Cross-Functional Team

The cross-functional team is being managed with regular meetings and conference calls, even on a daily basis. The team's charge is to examine daily transactions, identify error conditions, and correct those error conditions, where possible. Four sub-teams have been formed as follows:

- Oversight, Analysis, Re-flow and Resolution Teams

These teams have created three reports that are being used daily in their investigation process as follows:

> The "Catch-All Report", which is intended to ensure commonly known errors made by service representatives are identified and corrected.

> The "Happy Report", which is intended to identify all Purchase Order Numbers that have been successfully processed by the program logic.

> The "Unhappy Report", which is intended to identify situations where a Purchase Order Number may have not been successfully processed by the program logic or by Rep error.

The Catch-All and Unhappy Reports are reviewed in detail on a daily basis by the Analysis Team. Identified errors are categorized, and any new issues with the process are documented. Errors are communicated to the Re-flow Team to be corrected, and the corrected information is sent to the CLECs via the normal channels . Errors are referred to the Resolution Team to determine and coordinate implementation of corrections to prevent future occurrence. The Happy Report is reviewed daily on a sample basis. Any errors found are referred to the Resolution Team. The results of this intensified scrutiny indicate that all line loss notifiers identified on the Unhappy Report and the Catch-All

Report are being sent to the CLECs within a four-day timeframe following the effective date of the loss.

Line Loss Notification
Issues and Status Update
March 13 and March 14, 2002

Issues Identified:	Status Update:
1. User Profile Table a) The CLEC User Profile on the MOR/TEL system based on data provided by each CLEC via a questionnaire provides the determination of whether a CLEC will receive line loss notifications. The default is "no line loss notifications will be generated". There is a separate field to populate to request line loss notifiers. In some cases, these were not being updated appropriately and this resulted in no line loss notifications being created.	a) Validated accuracy of the CLEC Profile data for the line loss notifiers sections. As of February 22, fifteen potential discrepancies were found. The CLEC Profile Table contains data for 248 CLECs. Therefore, only 6% had potential discrepancies. All follow-up discussions between Account Management and the appropriate CLECs were completed by March 8.
2. "Winback" activity a) The appropriate service orders were not being entered into the MOR/TEL database prior to MOR receiving the completion notice from ACIS.	a) Training updates were conducted with service representatives to clarify the timing required. In order for the line loss notification process to work as designed, there must be a record present in the MOR/TEL system prior to the completion of the service order in the Ameritech Customer Information System (ACIS). In some instances, the LSC service representatives were not creating this MOR/TEL record prior to the completion in ACIS.

Line Loss Notification
Issues and Status Update
March 13 and March 14, 2002

Issues Identified:	Status Update:
b) The appropriate service orders were not being entered into the MOR/TEL database. It is critical that all the service orders are entered to trigger a line loss notification.	b) Training updates were conducted with the LSC service representatives.
c) The service orders created by Retail were not being sent to the LSC in a timely and complete manner. It is critical that all the service orders are entered to trigger a line loss notification. These are manually input by the LSC service reps into MOR/TEL to trigger a line loss notification	c) The process of manually creating a list of service orders to fax to the LSC and the LSC inputting into MOR/TEL will be discontinued with the implementation of the April 2002 release and the ""WNBK" FID. The process change will implement a mechanized flow of information into LASR necessary to create line loss notifications. This should eliminate this issue.
3. <u>CLEC to CLEC activity</u> a) The appropriate service orders were not being entered into the MOR/TEL database prior to MOR receiving the completion notice from ACIS.	a) Training updates were conducted with service representatives to clarify the timing required. In order for the line loss notification process to work as designed, there must be a record present in the MOR/TEL system prior to the completion of the service order in the Ameritech Customer Information System (ACIS). In some instances, the LSC service representatives were not creating this MOR/TEL record prior to the completion in ACIS.
b) Partial migration (not including the main line) – It was determined that the "C" service order may	b) The system logic change was implemented February 2. It will now process this scenario

Line Loss Notification
Issues and Status Update
March 13 and March 14, 2002

Issues Identified:	Status Update:
not contain all the necessary "losing" information that would allow MOR/TEL to identify the need for and generate a line loss notification to the losing CLEC.	correctly.
c) Partial migration (including the main line) – It was determined that when 3 service orders were created as follows: "D" service order to take out (for example) 10 lines for CLEC A, "N" service order to re-establish the 7-line account for CLEC A and another "N" service order to establish the 3-line account for CLEC B. The line loss notifier would be sent to CLEC A indicating erroneously that all 10 lines were lost.	c) A process change will be implemented to create "C" service order including both outward action (for the 3 lines migrating) and change and transfer action (for the 7 lines staying). The current MOR/TEL logic will be changed to not only look at "outward" action but also the "C" action code as a loss. The logic will then compare the "T" action code with any outward activity to suppress the "TNs" as a loss. This will provide only the losing TNs on the line loss notifier. Both these of these changes will be implemented on an expedited basis.
d) CLEC to CLEC – different products – It was determined that sometimes no line loss notifier was created when, for instance, CLEC A had a resale account migrating to CLEC B which was establishing an UNE – LOOP account.	d) A service order process change was implemented to correct this.

Line Loss Notification
Issues and Status Update
March 13 and March 14, 2002

Issues Identified:	Status Update:
4. Common errors	
a) No line loss notifiers are being created when service rep deletes the "RSID" FID from the service order.	a) Implement a software change to enhance ASON edit to prompt service rep to "question" whether the deletion of the "RSID" FID is appropriate instead of using the "O" action code. The "O" action code with the "ORSID" FID will trigger the appropriate line loss notifier.
b) A line loss notifier is being sent inappropriately when the CLEC is not changing. However, due to multiple ACNAs and only the customer number being checked, the process was not determining "same CLEC".	b) Implemented a software change March 9 to compare ACNA, RSID and ZULS. This should eliminate the issue.
c) No line loss notifiers are being created when the same service order number is entered on multiple CLEC requests.	c) An edit in MOR/TEL GUI is being investigated.
d) No line loss notifiers are being created when the service rep "force completes" the LSR in MOR/TEL after correcting a downstream error.	d) A process change has been implemented to wait 24 hours for MOR/TEL to be updated. If this does not occur, a trouble ticket is opened by the LSC with IT.
e) Conversions (Issue 7 only) – It was determined that, with the multiple service orders created, the line loss notifier could contain the "N" service order number vs. the appropriate "D" or "C" service order number.	e) A software change was implemented on February 9 to ensure the appropriate "C" or "D" service order number would be included instead of the "N" service order number.

Line Loss Notification
Issues and Status Update
March 13 and March 14, 2002

Issues Identified:	Status Update:
f) No line loss notifiers are being created when the "N" service order is the last applicable service order to complete for the LSR.	f) A software enhancement is being implemented on March 16 which will make the sequence irrelevant.
5. Usage Data a) CLEC continuing to receive usage data on TN after receiving line loss notification.	a) Have designed an ASON edit to compare the ZBU to the RSID or ZULS value to ensure that they match. This will ensure the usage is sent to the appropriate CLEC. This change is being expedited.

Questions/Action Items
From Loss Notification Workshop
March 13 and March 14, 2002

Questions/Agenda Items:	SBC Responses:
From Globalcom Inc.:	**To Globalcom Inc.:**
1. We have recently started to see an increase in fax line loss notifications rather than EDI. Is this due to the pending POR? If not what is causing this?	We are not aware of any reason for increased fax line loss notifications due to POR or other any reasons from a global perspective. SBC offers to get together with representatives of Globalcom to further explore and understand their specific situation. Please contact your SBC account team or OSS Manager to start this discussion.
2. We see that at times we continue to receive call detail on customers we have already received a loss notification on. This causes internal billing problems on our end. How can this be eliminated?	On 04-08-02 SBC is implementing a pre-distribution edit on ASON service orders to verify that the ZBU/ZULS/RSID do match.
3. Globalcom has two ACNA's. GBQ is used for Resale and GCG is used for UNE/UNEP. In migrating our customers from Resale to UNE-P we get inundated with loss of line notifications. Will the new CLEC profile section on Loss of Line asking for "same corporation" eliminate this?	Yes.
From WorldCom:	**To WorldCom:**
1. AIT line loss metrics: How will AIT be measuring and reporting their performance against the metric/goal to provide line loss transactions to CLECs within 24 hours of the change occurring in the switch.	Deferred to the PM 6 month review.
2. What internal controls does AIT have in place to ensure that line loss reports are provided on a timely (within 24 hours of the switch translations being changed to move the customer from the losing to the gaining CLEC) basis? Please answer specifically for CLEC to retail migrates (winbacks) and CLEC to CLEC migrations.	These issues were discussed in the loss notification workshop.
3. Please outline future plans to improve and automate the line loss process and timeframes applicable to each.	Process changes to be effective April 24th were discussed in the workshop
4. Please outline all process improvements implemented in the last year, relative to the line loss process.	These items are detailed on the questions/agenda items document and were discussed in the workshop.
5. What process does AIT use to evaluate "service order accuracy?" Does this process include reviewing switch	The LSC management is enhancing a process by which all line managers will perform a quality check on service

Questions/Action Items
From Loss Notification Workshop
March 13 and March 14, 2002

Questions/Agenda Items:	SBC Responses:
translations?	representatives each month. Any deviation from established M&P will be immediately documented and individual coaching will occur. The process will not evaluate switch translations. Any issue with switch translations involving an accurately processed order will be discovered and reported as a trouble report.
6. What type of reconciliation does AIT undertake on a regular basis to ensure that switch translations and customer billing records are in synch?	None.
7. In what timeframe can CLECS expect the AIT CSR to be updated after any transaction? What would prevent a CSR from being updated later than 24-48 hours after a change?	The CSR should be updated within 24 hours of the service order posting to the billing system. Delays in posting orders to the billing system, usually caused by errors requiring correction by Ameritech, will delay the update of the CSR.
8. Please identify every area in the process of a UNEP LSR for any order type where manual work by a person is required for the order to successfully complete. For all those manual processes, what are the internal Ameritech SLAs for completion of those tasks. SLAs (service level agreements) defined as the metric used to monitor and meet goals for timeframe to complete work. What is the quality monitoring process, i.e.; What are the procedures and actions to assure quality is monitored and reinforced, errors are recognized and minimized?	Flow charts discussed in the workshop identify the manual work areas. Responses to WCOM #5 details monitoring process.
9. Please explain the interfaces between the retail winback group and the wholesale provisioning group (LCSC). How do these groups interface to pass line loss information to CLECs?	These flows were presented and discussed in the workshop.
10. At what point in the process is the line loss generated - for a CLEC to CLEC migration; for an AIT winback?	These flows were presented and discussed in the workshop.
From Michigan Public Service Commission:	*To Michigan Public Service Commission:*
1. Information recently provided to the Michigan Public Service Commission indicates that during 2001 the identified number of missing line loss notifiers was 24,334 (including 2908 on CLEC to CLEC migrations and 21,426 on	(see a through e below for response)

Questions/Action Items
From Loss Notification Workshop
March 13 and March 14, 2002

Questions/Agenda Items:	SBC Responses:
CLEC to Ameritech MI Migrations). Ameritech indicated that of the missing notifiers, 12,004 had been sent to CLECs at the time of the filing (January 9, 2002) and that the remainder would be sent by February 8, 2002. Neither existing performance measures (see question 3 below) nor these total numbers give any indication of the extent of the missing line loss notifier problem nor of the success of Ameritech's recovery efforts on these matters. Please provide information which will allow this analysis to be made including the following:	
a) For purposes of the information submitted by Ameritech, how has it defined a "missing" loss notifier. I.e., what period of time must have elapsed after the generation of a service order completion before a loss notifier is considered "missing?"	Within 24 hours after all the appropriate service orders have "completion" status.
b) In what period of time does Ameritech expect to generate a line loss notifier after a service order completion is issued?	95% of the time a loss notifier should be sent within one hour of issuing the service order completion.
c) Describe the age of the 24,334 missing line loss notifiers at the time that the 836 was generated (portion more than 24 hours old, 3 days old, one week old, one month old, two months old, etc.).	See timeliness statistics distributed during the workshop.
d) What number of "successful" line loss notifiers were generated during the period of time when the 24,334 missing notifiers occurred?	See timeliness statistics distributed during the workshop.
e) On a weekly basis since December 1, 2001 please delineate the number of line loss notifiers issued within 1 hour, 24 hours, 3 days, one week, two weeks, one month, etc. of service order completion. For each week what is the average time between service order completion and line loss notifier.	See timeliness statistics distributed during the workshop.
2. Please describe in detail the sources of identified missing line loss notifiers. To what extent is Ameritech dependent	Refer to Cross functional Team document and Issues and Status Update distributed during the workshop.

Questions/Action Items
From Loss Notification Workshop
March 13 and March 14, 2002

Questions/Agenda Items:	SBC Responses:
upon CLECs to identify missing notifiers?	
3. Please discuss loss notification in terms of related performance measures. Performance Measure MI 13 was approved by order of the Michigan Public Service Commission in July, 2000. It measures the "percent loss notification within one hour of service order completion" for the following disaggregated levels of service: resale, UNE loops, LNP and UNE-P. Results for resale and LNP have been reported for the last 17 months and on only one occasion was the result less than a 97% success rate. UNE-P results have never been reported until the currently posted operating month, January 2002 and a 99.91% success rate for Michigan CLECs overall was reported. Please discuss the reported results for this measure.	Defer to the 6-month PM review.
a) Given identified line loss issues, discuss the accuracy of the reported results for this PM.	PM MI13 measures, for each 836 sent, the interval between service order completion and the creation of the loss notification. If loss notifications were not generated by the OSS, there was no 836 transaction to be measured. Thus, the lack of a loss notification might not be apparent. Regarding the UNE-P disaggregation. Ameritech identified a problem with reporting of line loss notifications for UNE-P and corrected that problem going-forward as of January 2002 results. Ameritech is working to determine the scope of the restatement that will be undertaken, and the time it will take to implement that restatement.
b) Given recapture efforts in the state of Michigan, when and for which months will results for this measure be restated?	Daily monitoring of loss notifications is currently being undertaken to ensure that 836 transactions are created and sent in all cases where required. As those transactions are created, they will be included in the PM MI13 results for the month in which the loss notification is generated.
c) Will all loss notifiers be recognized in these restatements or only those which were electronically generated (i.e., will line loss notifiers included in the "special reports" which have been	This information will follow.

Questions/Action Items
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Questions/Agenda Items:	SBC Responses:
submitted via fax to affected CLECs be recognized in performance measure results)?	
d) When and for which months will results for the UNE-P disaggregation be reported for months prior to January 2002?	As mentioned in response to item 3A above, Ameritech performance measurements and OSS staff are currently developing plans for restatement of the UNE-P disaggregation.
4. Please discuss the relationship between line loss notification processes and winback initiation processes including expected timeframes, and actual timeframes on a weekly basis since December 2001.	The winback process currently provides information from completed orders for use 4 days after completion. Orders may not complete on the due date in some cases and the flow is triggered off of completion. So, the information may, in some cases, be more than 4 days following the actual disconnect. There have been interruptions in this period for system maintenance. Outside of those, the report has been consistently created daily. The 836 Line Loss report performance has been discussed in the workshop. Restatement of PM MI 13 should reflect the late deliveries that have been identified.
5. Please discuss the relationship between missing line loss notifiers and continued billing of CLECs (DUF billing). Is Ameritech able to determine the extent to which DUF billing has continued in cases where line loss notifiers are missing? Please quantify.	Line loss notifications do not drive how DUF records are distributed. DUF records are sent to the CLEC based on the FID ZULS and the ACNA data content. Whatever ACNA is behind the ZULS identifies the CLEC that will receive the DUF. SBC AIT is still quantifying mismatches in the factors that drive DUF.
6. Please discuss the relationship between an 836, the line loss report and the line loss recovery spreadsheet as discussed in recent filings in Michigan on this subject. Under what circumstances are line loss notifiers generated on an order by order basis and under what circumstances is a line loss report generated? What is included in the line loss report which is submitted to CLECs either on a regular basis or as part of recent "recovery" actions?	• An 836 is an EDI transaction that is sent to the CLEC to notify them of the loss of one of their customers. The line loss report and the line loss recovery spreadsheet are actually several reports used by the cross-functional line loss teams to identify and correct error conditions related to line loss. • 836 line loss notifiers are generated as part of the daily production process. The line loss reports are generated to provide a safety net for correcting errors in the process. • Some reports that have been generated to the CLECs

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Questions/Agenda Items:	SBC Responses:
	resulting from the recovery have been based upon information either provided by the CLEC or are reports containing lost TNs and some order identification. Only the 836 transaction is provided to the CLECs for loss notification. It is possible that some third party vendors are batching the line loss notifications and providing a report to the CLEC.
From Loss Notification Workshop – Day 1	
1. CLECs expressed a desire to be proactively notified of errors in the line loss process that either sends a loss in error or does not send a loss.	This information will follow.
2. Is there a single point a CLEC can go to determine if a customer still belongs to them.	The ACIS CSR is the best source for this information.
3. CLECs requested a list of exceptions and system errors that cause an order to drop to manual.	This issue will be referred to Change Management.
4. CLECs requested a proactive process to notify CLECs when orders are rejecting in error.	This issue will be referred to Change Management.
5. Z-Tel has not received new Loss notifications since 3/5. Z-Tel requested AIT to validate if this is correct. They are also receiving duplicate loss notifications.	• a) SBC AIT analyzed if 836's had been sent to Z-Tel from 3/5/02 and reported to them on the second day of the workshop that loss notifications had been sent each day since and including 3/5/02. Z-Tel reported that they had received a batch of over 1200 Loss notifications on 3/12/02. SBC AIT advised Z-Tel to check with their 3rd party vendor to determine batching of loss notifications by the 3rd party vendor. • b) SBC AIT has checked all reported cases of duplicated 836s and found no case where SBC AIT had sent a duplicate 836. SBC AIT suggested inquiry of these cases to their 3rd party vendor.
6. What % of missing loss notifications are CLEC-to-CLEC vs. Winback? What % of successful loss notifications are CLEC-to-CLEC vs. Winback?	SBC AIT cannot accurately calculate the number of missing loss notifications. However, it can make some assumptions about missing loss notifications by using the timing of the distribution of the notification. These assumptions should be valid because of SBC's effort to capture and re-flow what has

| Questions/Agenda Items:	SBC Responses:
	been missed. Using the assumption that any loss notification sent greater than 24 hours after completion of the PON was originally missing, then 5% of the notifiers that SBC has sent between 1/1/01 and 3/15/02 could be categorized as missed. This 5% breaks down as follows: • 15% are CLEC-to-CLEC • 83% are winbacks • 2% are AIT Retail-to-CLEC Conversely, the 95 % successful break down as follows: • 13% are CLEC-to-CLEC • 10% are winbacks • 77% are AIT Retail-to-CLEC
7. Is there a way for CLECs to determine if the service orders were mechanically generated or generated by a service rep?	CLECs can use the Order Status transaction to view the actual detail service order, which contains the typist ID. Typist ID codes are listed in the Verigate User Guide (page 149). Service orders can be viewed for 7 days in Order Status in the SBC AIT region.
8. Are the completion dates for loss notifications manually or mechanically generated?	Mechanically –Analysis has been performed to identify the disparity between the dates on the 836 loss notification reported by the CLECs. It was found that the "Due Date" field was populated with the "Desired Due Date" information on the incoming 850 transaction as submitted by the winning CLEC. This date may have been in the past, or future, or even invalid (e.g., "1/1/9002") as compared to the completion date of the PON.
9. Does SBC AIT type the address on UNE-P migrations? Is the address validated against SAG?	It is not necessary that the CLEC provide the address. SBC AIT does not type the address. The service order process validates against SAG automatically.
10. What data is sent by Retail on Winback faxes? What information is keyed into MOR/Tel? What information is required? Why is the rest of the information typed into MOR/Tel?	• TN, Service order #, losing CLEC, tracking ID, application date • TN, service order number, application date and due date • Service order number, due date • For tracking purposes

Questions/Action Items
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Questions/Agenda Items:	SBC Responses:
11. What is the Retail commit to delay for current process? Determine for new process if a delay is required? Will the delay continue?	2 days or longer
12. How does the facility Winback process work? Does it differ CLEC-to-CLEC and Winback?	• Winback sends an LSR to the losing CLEC requesting a port-in of the TN and a disconnect of the UNE loop if appropriate. Winback sends a loop recovery form to the LSC and the LSC watches for the disconnect from the losing CLEC. Once the disconnect is received, the LSC notifies Winback so that the loop can be re-used. No loss notification is provided to a facility-based provider when the TN migrates back to a SBC switch regardless of whether it is used for Retail, Resale or UNE-P. • The process is different for CLEC-to-CLEC depending on the scenario. Refer to the ordering scenarios provided in CLECAM02-092.
13. Why would a CLEC choose not to receive a loss notification?	SBC AIT will work with the CLECs who are not receiving loss notifications to determine why they have chosen not to receive them.
14. How does a CLEC know when a change/update to the CLEC profile has been completed?	This issue is being worked in the CUF.
15. CLECs requested that AIT issue an Accessible Letter outlining the known issues with loss notifications.	AIT agreed.
16. Will CLECs continue to receive the Reseller Change Notification as it looks today?	This information will follow.
17. CLECs requested a diagram of how OCN, RSID, ACNA, etc. affect versioning and loss notifications.	SBC's versioning logic is based on the OCN/ACNA combination. RSID and ZULS do not play a role in the versioning logic. See the attached document for more detail on how versioning works in SBC AIT.

Questions/Agenda Items:	SBC Responses:

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	 SBC AH
	 Versioning.doc
	
	 • The ACNA field on the LSR does not directly play a role in loss notifications.
	 • The RSID and ZULS are both FIDs on the CSR and are used to display ownership of an account. The data following the ZULS and the RSID FIDs typically contain the ACNA value of the local carrier. When ownership of an account is changing, the appropriate FID (RSID or ZULS) is placed on the service order with an outgoing action code (e.g., ORSID / OZULS).
	    • For Issue 7 and LSOR 4 LSRs prior to the Plan Of Record (POR) release (April 20th, 2002): these FIDs are used for determining if a change in ownership has occurred and for creating a loss notification when needed.
	    • For Issue 7 (sunsets 7/19) and LSOR 4 LSRs following the POR release: ownership of the account is determined by the NOCN FID. The RSID or ZULS FIDs will still be used in determining if a loss has occurred.
	 • Following the POR release (April 20th, 2002), the NOCN FID will be used for determining ownership of an account. The NOCN data contains the numeric Company Code assigned to the carrier. Again when ownership of an account changes, the NOCN will be placed on the service order with an outgoing action code (i.e., ONOCN).
	    • For Issue 7 (sunsets 7/19) and LSOR 4 LSRs following the POR release, ownership of the account is determined by the NOCN FID. The RSID or ZULS FIDs will still be used in determining if a loss has occurred.
	    • For LSOR 5 LSR, ownership and loss determination will be

Questions/Agenda Items:	SBC Responses:
	solely based on the NOCN value(s). VERSION DETERMINATION ———————	OWNERSHIP ———————————	LOSS ——————— Iss.7 (pre 4/20/02) RSID / ZULS RSID / ZULS Iss.7 (post 4/20/02-7/19) NOCN RSID / ZULS LSOR 4 (pre 4/20/02) RSID / ZULS RSID / ZULS LSOR 4 (post 4/20/02) NOCN RSID / ZULS LSOR 5 (post 4/20/02) NOCN NOCN
18. How is it possible for a CLEC to get a loss notification on an inward order and then receive a SOC on the same order?	CLECs to provide examples for investigation.
19. How are loss notifications processed in LSOR 5? Batch to LASR? How quickly does LASR process the loss notification after it receives the transmission from SOI?	• Loss notifications are not batched to LASR. • LASR processes loss notifications virtually immediately
Loss Notification Workshop – Day 2	
1. WCOM questioned the disparity between AIT's numbers for % of on-time loss notifications and WCOM's numbers. Requested to see data broken out by AIT and CLECs.	Please refer to questions from Loss Notification Workshop – Day 1, question/answer #6. Also refer to questions from Loss Notification Workshop – Day 1, question/answer #8.
2. SBC AIT stated that for loss notification PM, AIT data should not be included and will validate whether the PM data currently includes loss notifications sent to AIT.	PM MI13 does not include loss notifications sent to AIT in the wholesale results.
3. What is the relationship between the MOR completion date and the date the loss notification is sent to the VAN? CLECs requested clarifications on the following: (1) when does EDI translator re-stamp the date? (2) When does VAN re-stamp the date? (3) In Interactive Agent, where is the date stamp?	• (3)Unless the loss notification is re-flowed, the MOR completion date and the loss notification date is the same • (3.1) The EDI translator does not re-stamp the date on the 836 formatted loss notification. The 836 loss notification is sent to the VAN on the same day as was generated by MOR. • (3.2) The VAN does not re-stamp the date on the 836 formatted loss notification. • (3.3) The Interactive Agent does not re-stamp the date on the 836 formatted loss notification.

Questions/Action Items
From Loss Notification Workshop
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Questions/Agenda Items:	SBC Responses:
	• Note - SBC AIT is not involved with any reformatting and/or re-stamping of dates by 3rd party vendor transmissions of loss notifications.
4. CLECs questioned why AIT did not measure when a CLEC received a loss notification and not just when AIT delivered it to a VAN. CLECs questioned a 6-day interval between delivery of loss notification to VAN and receipt by CLEC. CLECs will provide examples.	SBC/Ameritech has no ability to determine when a CLEC actually receives the loss notification, and cannot measure such an event that occurs outside of a SBC Ameritech-controlled system/environment. SBC AIT analyzed all of one CLEC's loss notifications sent during the period 3/1/02 through 3/15/02 in the state of Illinois. It was found that without exception all loss notifications were acknowledged by that CLEC's 3rd party VAN within 2 hours of sent time from MOR.
5. What is the trigger for the Winback letter sent to customers who have migrated from AIT Retail to a CLEC? When does the trigger occur? Does CRIS generate Winback letter?	Currently winback activity does not begin for 15 days following the completion of the order migrating the customer to another local service provider. SBC AIT considers other "triggers" to be proprietary information.
6. Does the Retail/Winback or the LSC have an "override" capability in the case of an AIT customer who is in the midst of migrating to a CLEC and has "buyer's remorse" (during the 4-day window)?	No, the only thing that would stop pending order activity is receipt of a cancellation order from the CLEC.
7. Z-Tel requested flow charts for the Retail Line Loss Notification document.	This information will follow.
8. Is there an impact to billing the correct carrier if the ZULS is incorrect on the order? How is customer traffic routed?	Usage always goes to the CLEC that is identified in the ZULS. If the ZULS is incorrect, the billing system would not know and would send usage to the incorrect CLEC. The switch responds to line class codes and AIN triggers. It does not know ownership of the line. Ownership is a billing system function.
9. What is AIT's plan to deal with incorrect ZULS on orders? How will CLEC get credit for usage billed in error?	A scan of the embedded database will be performed to identify mismatches. The identified accounts will have service orders issued to correct the ZULS.

Questions/Action Items
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Questions/Agenda Items:	SBC Responses:
	Pending the outcome of the scan AIT will make a determination of how to proceed.
10. How will CLECs get recovery for orders that had no ZULS or an incorrect ZULS? WCOM requested that 4a of the Issues and Status document be amended to reflect recovery for wrong ZULS.	SBC is currently investigating to determine if any recovery is appropriate and, if so, whether recovery can take place and what would be required for the recovery and the time frame.
11. How is the Toll File Guide updated? What happens if there is an incorrect PIC or LPIC? What happens to DUF if there is an incorrect ZULS? Is there any relationship with regard to NOCN?	The toll file guide is based on the service order from the billing system. The file guide database should duplicate exactly the ACIS database since they both received the same order. PIC and LPIC are not part of the guide. They are only used in network to route the calls to the correct carrier. If the ZULS is incorrect the usage goes to the CLEC that is identified by ZULS ACNA. There is no relationship between the NOCN on the order and processing the usage.
12. If the CSR is missing a feature, can CLECs assume that the switch is also missing the feature?	If the service order is completed, but has not posted, the CSR will not be updated. If the CSR is missing a feature it is because the order is missing a feature. If the order is missing a feature then network does not know to provision it.
13. Is it possible to have both the switch and billing updated with the incorrect ZULS? Z-Tel will provide examples of scenario where a loss notification is received, however usage continues, the PIC/LPIC show another CLEC and CABS bills Z-Tel.	The ZULS and ACNA following it drive the usage to the CLEC that is identified. Line loss notifiers have no bearing. Billing only reacts to what is on the order. The switch does nothing but record the calls regardless of the ZULS. Billing divides them up among CLECs.

Questions/Action Items
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Questions/Agenda Items:	SBC Responses:
14. WCOM requested flow charts depicting provisioning and Network.	Ord 50410 AII PMO.ppt
15. When was the last time switch data was reconciled with billing? What were the results?	Ameritech does not reconcile data on a regular basis. It is not know when the last full reconciliation was performed.
16. LSC took an Action Item to reduce the time it takes for orders to post to billing.	This action item is in progress; the LSC is committed to making improvements in the post to bill area. As a part of this improvement the LSC is striving to prevent errors from occurring that would create a delay in orders posting to bill.
17. WCOM requested the key reasons why orders get hung up in posting to bill. What are the reasons that table updates are not made, resulting in orders being hung up in billing? How does retail deal with these problems?	Primary cause of orders getting hung up in posting to bill has been identified as a lack of adherence to methods and procedures. The LSC continues to identify coaching opportunities to reduce these errors. Table updates that are not made are usually due to a timing issue with the CLEC profile. The tables need to be updated prior to orders being submitted. An effort is currently underway to fine-tune the CLEC profile distribution process to insure more timely and accurate updating of tables.
18. How can AIT improve the process of when orders on an account are rejected because the account is hung up in billing and customer is requesting a change?	The LSC Customer Care team will be the single point of contact to expedite error corrections. They will partner with the error corrections team to insure that the account is updated so that orders can be processed.
19. With regard to the Michigan PSC's question 3a, what is the definition of "created" and "sent". Will any special reports be included in the re-flow process?	As applied to Michigan PSC's question/answer 3a, the "836 sent" and "creation of the loss notification" timestamps are the same. These are measured at the time MOR passes the 836 loss notification to the EDI translator. No "special reports" will be communicated for line losses re-flowed less than five days old. Re-flowed loss notifications greater than five days old will be communicated through the

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Questions/Agenda Items:	SBC Responses:
	CLEC's Account Manager. To the extent that "special reports" are sent via the current "836" generation process, with the time sent tracked and retained in the current systems, those loss notifications will be included in the results of PM MI13.
20. Reconciliation Project - By 3/25, CLECs to provide 50 examples of : 1) end-user is known to be a CLEC customer and 2) end-users for which a DUF is received, but have received a loss notification - AIT to prepare a matrix for examples that shows what is recorded for each source (LSR, switch/toll file guide, CRIS/CABS/CSR) - Develop a process for ongoing reconciliation	SBC continues to work on the examples provided by CLECs.
21. Will send meeting notes, system fix dates and updated documents by 3/29. Will have follow-up conference call in April to discuss.	The Accessible Letter with the meeting notes and attachments was distributed on Friday, March 29th. A follow-up conference call will be held near the end of April.

Loss Notification Workshop
March 13th & 14th
Hoffman Estates

Meeting Notes

SBC opened the meeting and acknowledged that there were a number of concerns expressed by CLECs regarding the loss notification process. The purpose of this workshop was to review these concerns and issues, discuss SBC's findings related to the process, provide the latest status and identify any additional concerns and questions.

An additional handout, "Cross Functional Team" was provided to meeting participants and emailed to those on the bridge. This provided information on the actions that SBC has taken and continues to take to resolve the loss notification issues.

Some of the steps that SBC has taken to correct problems with loss notifications include:
- Creation of a "Cross Functional Team," that examines daily transactions, identifies error conditions and corrects those conditions where possible.
- Identification of manual touch-points in the process and educating work force so that mistakes are not made.
- Identification of areas where the current process can be enhanced.
- Added management muscle to issue resolution.
- This team has created three reports;
    1. The Catch-All Report, which is intended to ensure commonly known errors made by service reps are identified and corrected
    2. The Happy Report, which is intended to identify all PONs that have been successfully processed by the program logic
    3. The Unhappy Report, which is intended to identify situations where a PON may have not been successfully processed by the program logic or where a Rep made an error.

Errors are identified to a Re-flow Team to be corrected and sent to the CLECs via normal channels. Errors are referred to a Resolution Team to determine and coordinate implementation of corrections to prevent further occurrence.

CLECs inquired how Service Level Agreements (SLAs) are tied to Loss Notification.
SBC responded that SLAs between SBC internal organizations related to line loss have not seemed appropriate or necessary.

CLECs responded that SLAs are critical because of instances where the customer can still be billed by the CLEC that lost the customer.

SBC responded that there is a Performance Measure forum beginning in the AIT region and that some of these items are on the agenda for discussion.

WCOM indicated that there is no current PM on loss notifications.

CLECs inquired if the reports referred to above (Catch-all, Happy and Unhappy used by the Cross-functional Teams within SBC) would be shared with CLECs.

SBC responded that there is proprietary information on those reports and the reports cannot be shared with CLECs.

SBC stated that the Unhappy Report is not just a list of PONs where 836s were not sent, but it also captures scenarios where SBC thinks a loss notification should have been sent.

CLECs indicated that they receive loss notifications for customers that are not leaving their networks.

SBC responded that is the reason it is sampling the Happy Report.

WCOM stated that SBC should notify the CLEC if a loss notification was sent in error. WCOM requested a process for this by the end of the workshop.

CLECs complained that loss notifications are sent late, an average of 114 days late. SBC responded that its target is a 4-day interval to correct errors.

CLECs requested a single source to determine if a customer is still on their platform.

SBC responded that the ACIS CSR would be the most accurate source.

CLECs disagreed. CLECs asked if SBC looks at the Unhappy Report and then checks to see if the switch was translated correctly. CLECs asked how much switch validation SBC does.

SBC responded that it does little in the way of validating in the switch.

SBC reviewed Loss Notification Processes in Issue 7/LSOR 4 Using Flow Charts.

WCOM requested a list of reasons why orders drop to manual for processing.

SBC responded that the Flow-Through and Exceptions document posted on CLEC Online under Change Management provides that information.

WCOM requested additional detail on orders that drop to manual due to system errors, such as Call Pack in Michigan and contracts for residential customers.

WCOM asked what kind of audit is performed in the system to determine if the service order is correctly written (between steps 5E and 9E on the Line Loss Electronic Order Flow Chart).

SBC responded that MOR performs edits. The Unhappy Report (106B) does not indicate that there is a problem in this area.

WCOM asked if all errors made in the loss notification process were manual.

SBC responded that there are both system and manual errors.

CLECs inquired if we are capturing everything that is causing errors.

SBC responded that by correlating with customer issues, it thinks it is capturing everything.

Z-Tel indicated that they have not received any new loss notifications for a week, but are receiving duplicates.

SBC responded that MOR has logic to prevent duplicate loss notifications.

CLECs requested data showing what percent of missing loss notifications is CLEC-to-CLEC vs. Winback, and what percent of successful loss notifications is CLEC-to-CLEC vs. Winback.

WCOM asked if the CSR is missing the loss notification FID, if there is a way to determine if the order was mechanically or manually processed.

SBC responded that CLECs can use Order Status transaction to view the actual detail service order. The typist ID provides whether the order was manually or mechanically generated. Typist ID codes can

be found in the Verigate User Guide on page 149. Service orders can be viewed for 7 days in Order Status in the AIT region.

CLECs asked if the date on the loss notification was manually or mechanically generated.

SBC responded that it is mechanically generated.

SBC clarified that after MOR receives all the completions for all service orders associated with a PON, it then sends the SOC to the CLEC for the PON. Similarly, the loss notification is sent when all the service orders are completed. Loss notification is a separate but parallel process.

Z-Tel asked if the reason that it received an N order on the LDR was due to the fact that MOR waits for all the associated service orders to complete.

SBC responded that is how MOR knows of the N order, but that passing the N order on the line loss was not correct and had been changed.

WCOM asked if the SOC was generated at billing completion or the completion of the switch translation.

SBC responded neither. The SOC and loss notification are generated after either manual or automatic entry of "work complete" on all associated service orders.

WCOM asked whether, if there were a problem (ESOI error for instance) in completing to bill, the SOC would be delayed.

SBC responded that a "3E type error" does not delay a SOC. The SOC is sent prior to billing completion.

CLECs asked what the interval is between step 3E and 6E of the process depicted on the Issue 7/LSOR 4 Line Loss Electronic Order Flow Chart.

SBC responded that it works requests on a first-in/first-out basis and that it has 5 hours to FOC.

CLECs asked if there were additional edits performed on manual requests.

SBC responded that the edits performed manually are the same as the electronic edits. The business rules are the same for both.

Globalcom inquired what the timeframes are for FOCs on orders in the manual process.

SBC responded that in general, for mechanized requests it is 2 hours and for mechanical that drop to manual, FOCs can be either 5, 12 or 24. For manual, requests the FOC time is either 24 or 48 hours.

WCOM asked whether SBC is typing an address for UNE-P migration requests that drop to manual.

SBC responded that it pulls the address from the CSR. SBC does not type the address.

WCOM asked if we compare the CSR to the SAG.

SBC responded that when the orders posts to bill, it must have a valid SAG address. At this point, SBC will fix any problems with addresses that do not match.

CLECs asked what happens in Step 15E of the Flow Chart being discussed if MOR receives a completion notice for an order it does not have.

SBC responded that it gets put into "unmatched" status and drops to be handled manually (pending queue).

CLECs asked why there is a due date "+2."

SBC responded that it is the most efficient way to work at this point. The metric calls for the SOC to be sent 24 hrs. from work completion. SBC waits one day for SOC to be generated, many are generated with due date +1. SBC indicated it takes a PM hit if the SOC is generated late.

CLECs asked what the interval is for generating an 836.

SBC responded that it is generated within minutes of the service order completion.

SBC indicated that an audit for missing information on a service order occurs after step 16E on the Line Loss Electronic Order Flow Chart.

Z-Tel asked what quality checks SBC performs to match the number of orders in and the number that flow through the process.
SBC indicated that every order that comes in the door get a status;
1. Reject
2. Normal completion or cancel

3. Pending report (LSC proactively works this)

CLECs asked if the loss notification is sent before the SOC.

SBC responded that there is no direct correlation between the loss notification and the SOC. An 865 does not trigger the 836. It is a separate but parallel process.

SBC clarified for CLECs that only a Winback rep can enter an order for a winback and that these reps have no marketing or sales functions; a regular retail rep cannot type an order into ASON for a winback. The Winback group then faxes information about the orders it issues to the LSC. The LSC then types the information into MOR/Tel. This information is necessary for MOR to create the Line Loss Notification.

CLECs asked what happens if the LSC makes an error when typing into MOR/Tel.

SBC responded that the order appears on the past due list that the LSC works.

CLECs asked what happens in Retail if the service order falls out and the order number is changed.

SBC responded that Winback provides the LSC with the new service order number.

CLECs asked what information is provided to the LSC from Winback.

SBC responded that Winback provides the service order numbers and PON.

CLECs asked how billing for service orders is determined.

SBC said it varies by region and that this discussion could continue off line.

Discussion centered on how the LSC handles Winback requests. SBC stated that the LSC has a segregated group of reps to handle Winback and ensure that the loss notifications are sent. Faxes are sent in batches and include number of pages.

SBC Reviewed the Winback Line Loss Order Flow Chart for Issue 7/LSOR 4
Step 2W: What happens if the wrong number is typed in MOR/Tel? Response: For UNE-P, the phone number is not entered; only the service order is entered. The loss notification is sent when all service orders have completed.

Is 3W necessary for 4W to do its piece?
Response: This does not represent a sequential flow, but rather a timeline. 4W is not contingent on 2W.

How long for orders to get to 3C?
Response: This varies, if no work activity, could be same day. But due to 3W and 4W, retail extends the interval. Retail extends the interval to allow ASON orders to get to 3C status. Steps 2W and 3W must complete before 4W.

How many reps are dedicated to 3W?
Response: A handful, 5 to 10 reps. The LSC works 3W in 24 hours.

SBC explained that when Step 5W occurs prior to 3W, no loss notifications are sent without more manual intervention.

Is AIT the only region that uses this process?
Response: Yes.

Does this process apply to UNE-P or UNE-L or both?
Response: Applies to UNE-P and Resale. For loops the process is different. The LSC expects to see a disconnect for loops.

SBC explained that MOR/Tel has the logic to determine a loss and to send the loss notification.

When does a CLEC know to send the disconnect order for a loop on a winback?
Response: Retail notifies the CLEC using an industry standard LSR.

SBC explained that, effective April 24th, the manual piece of the process will be removed. Winback will have an edit to require a winback FID to be entered on the ASON order. When the order goes to 3C status, the FID will be extracted and sent to LASR. LASR will determine the need for a loss notification, which version to send it and then will send the loss notification. The process post 4/24 should improve the timeliness and accuracy of loss notifications and reduce the need for the "management muscle" being exercised today to control the process and errors.

CLECs questioned the need for a database reconciliation to determine if ZULS and RSID are accurate. This discussion was deferred until later in the workshop.

CLECs questioned how NPA splits are handled related to line loss.
Response: Loss notifications are based off of the service order. For SOC, the TNs are not converted. Pending orders are converted.

When the pending order completes, the Loss notification would contain the converted TNs.

Post 4/24, the loss notification process will be the same for LSOR 4.x and LSOR 5, however the EDI mappings are different. Loss notifications in Issue 7 will only be available via fax until it sunsets on July 19th.

CLECs asked what the difference is between the Local Disconnect Reports (LDR) available in PB and SWBT and the 836 process after 4/24.
Response: The LDR can be received via fax, NDM or email. The LDR report provides for all disconnect orders (regardless if "loss" or not):
- the working telephone number (WTN)
- order number
- circuit ID or BAN
- due date.

SBC stated that the Uniform and Enhanced OSS Plan of Record (POR) will make the 836 process available in all regions. However, it will not be backward compatible with earlier versions.

SBC has tested this new process successfully for all order types. On partial losses, CLECs will only receive a loss notification on those accounts that are moving.

Allegiance asked if there will be a change in 836 format and if the level of detail would be the same.

SBC responded that the format will change and that all parties in the POR collaboratives agreed to less detail.

SBC Reviewed Line Loss Notification Issues and Status Update Using the Issues Matrix distributed during the Workshop

SBC stated this document reflects activity over the last 6 months. It does not include a true-up of the database.

SBC indicated that there are CLECs who are opting not to receive loss notification data. SBC does not send a loss notification to a facility-based CLEC.

SBC stated that tables get updated when a CLEC moves to a new version. MOR has multiple processors that use the same code, but the tables reside in a single database.

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CLECs asked what portion of missing loss notifications is due to incorrect tables.

SBC responded that above and beyond the ones that we have identified as missing, there could be additional ones that are missing due to problems in the table. Since they were never created, they cannot be recovered.

#3a CLEC-to-CLEC activity
- SBC will continue management controls
- There is a new service rep interface with LSOR 5
- MOR/Tel for LSOR 4
- LSC will keep track of what CLECs are moving to a new version and will train workforce in the new environment accordingly
- Reps will be moved to the new environment according to expected order volumes.

3b Partial Migrations (not including main line)
A systems fix was implemented on 2/2. Loss notifications should be received correctly for this type of partial migrations.

3c The date to correct this has been expedited and could possibly be delivered as early as April. This is not associated with POR. Volumes are low.

3d CLECs asked whether SBC went back and corrected the orders for which a segment order was created. SBC stated no, however, these will appear on the Unhappy Report. CLECs asked how big the 106 (Unhappy Report) backlog is. SBC responded approximately 6 days, with some older. Goal is to re-flow within 4 days.

4b CLECs asked how it was possible for a CLEC to get a loss notification on an inward order and then to receive a SOC. SBC requested examples to investigate.

CLECs asked how loss notifications will be processed in LSOR 5; whether they will be batched to LASR; how quickly will LASR process after receiving transmission from SOI.
Response: Loss notifications are batched to LASR multiple times. LASR processes virtually immediately.

Day 2 Loss Notification Workshop

The Statistics Matrix was Reviewed

WCOM stated that there was a huge disparity between their numbers and the numbers in the handout.

Z-Tel asked if these statistics reflected all loss notifications. SBC responded yes, that these were all the transactions that generated a loss notification (re-flow, automatic and manual).

CLECs asked whether these reflect all 836s that were sent, even if to the wrong CLEC.
Response: Yes.

If a CLEC is experiencing a problem with 865s, would that mean that there would be a problem receiving an 836? Is the process related? Response: No, there is no relationship.

CLECs asked whether this include AIT losses?
Response: Yes.

These statistics include UNE-P and Resale. Loops are not included until LSOR 5.

Clarification was provided that, in Michigan, the Performance Measure should not include AIT retail loss notifications.

There was a discussion on how to measure timeliness. SBC measures when MOR sends the transaction (for Interactive Agent) or when it is delivered to the VAN. CLECs felt the clock should stop when the loss is delivered to them. SBC asked for examples of when multiple days are passed between delivery of loss notification to the VAN and delivery to the CLEC. SBC does expect a 997 from the CLEC after sending an 836.

Z-Tel asked from how many databases/tables do we pull to generate the loss notification.

SBC responded that information comes from the MOR database. Sub service orders are created in other systems; each has its own date/time stamp. SBC uses the last date/time stamp received.

KPMG asked if the 836 was dependent on the 865 going out.

SBC responded no, they are not dependent, but use the same trigger.

Loss Notification and Winback

SBC explained that, today, 836s are created for AIT Winback and sent to them via the GEIS VAN. However, AIT Retail does not use them. SBC stated that Retail used a different process in an effort to avoid any unintentional use of Carrier Proprietary Information. The triggers to stop billing are the disconnect order created by the LSC for the retail account or the C order with outward activity. The IDs of retail reps prevent them from viewing completion orders in ASON. In LSOR 5, loss notifications will not be created for AIT Retail.

Discussion on Order Scenarios document

3B
If the wrong ZULS is put on the order, will a loss notification be sent?
Response: Yes, to the CLEC associated with the ZULS on the order.

Does Retail know to whom the loss was sent?
Response: No.

2E
If an incorrect ZULS or OCN is populated, the loss notification will go to the incorrect CLEC. Edits are being prepared to help prevent this type of error.

SBC provided assurance that from a fully automated perspective, systems are not populating incorrect ZULS.

1B1 After 4/24 the Winback FID will be required.

SBC stated that "work in the way" forms should only be triggered by abandonment.

CLECs requested that AIT provide compensation for usage billed in error due to incorrect ZULS.

SBC responded that it is willing to work with customers individually on billing claims.

WCOM asked what the process is to evaluate mechanized and manual service order accuracy.

SBC responded that random samples are used based on rep ESOI errors and time on the job.

WCOM asked if there was a time lag between completion and update of the CSR.

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SBC responded not usually, but the CSR is generated from the posted order and there is sometimes a time lag between completion and post to bill. The backlog is worked in priority to billing cycle.

CLECs expressed concern that orders in error cannot post to bill, thus changes to the account cannot be processed. The LSC will look into reducing the time that orders are delayed in posting to bill. When CLECs receive an error of this type when trying to change an account, they should provide PON to an LSC service rep. Service rep will determine if there is anything that can be done. SBC requested examples of CSRs that have not been updated over a long period of time.

SBC also explained that a Billing Completion Notice will be provided with LSOR 5, one for each PON.

Usage Billing Inaccuracies

Usage billing inaccuracies were discussed. CLECs had expressed concern over receiving usage billing after receiving a line loss notice.

SBC identified the drivers of the usage billing and stated it would perform a scan for inaccuracies in these drivers. Also, SBC stated it was examining whether edits in the service order systems were appropriate and whether they could be created.

SBC will use the results of the database scan in conjunction with development of the CLEC Customer Database Reconciliation Tool.

CLEC Customer Database Reconciliation

Sources to compare are:
- LSRs
- Switch Translations
- Billing database
- CSR

SBC stated that it felt ACIS is the most accurate database, but that with any reconciliation a degree of error was inherent.

SBC and CLECs agree on the next steps necessary to achieve a database reconciliation. SBC stated that it feels that efforts should be put toward this effort instead of attempts to recreate all past errored or missing loss notifiers. The next steps are:

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- By 3/25, CLECs to provide 50 examples of : 1) end-user is known to be a CLEC customer and 2) end-users for which a DUF is received, but have received a loss notification
- AIT to prepare a matrix for examples that shows what is recorded for each source (LSR, switch/toll file guide, CRIS/CABS/CSR)

SBC and CLECs will then develop a process for ongoing reconciliation to begin at the point there is comfort around the accuracy of the line loss notifiers.

The questions and issues captured during the two days have been captured in the Questions/Agenda Items Matrix, which is attached to the Accessible Letter distributing these meeting notes. SBC will sponsor a follow-up conference call in late April.

The workshop was concluded.